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Emma Serrano
Acting Senior Coroner for Staffordshire
HM Coroner's Court & Chambers
Stoke Town Hall
Kingsway
Stoke-on-Trent
ST4 1HH

By email: [REDACTED]

29th November 2024

Dear Emma Serrano,

Regulation 28 Report to Prevent Future Deaths regarding the death of Miss Alix Elizabeth Knowles.

I am writing to you on behalf of Midlands Partnership University Foundation NHS Trust ("MPFT") in response to your Prevention of Future Deaths report dated 2 October 2024, following the inquest touching the death of Miss Alix Elizabeth Knowles.

At the outset I would like to express my sincere condolences on behalf of MPFT to Miss Knowle's family and friends.

This letter is MPFT's formal response to your PFD report.

1. Bank Staff are not able to access patient notes before assessments;

It is accepted that at the time of Miss Knowle's death bank members of staff did not have access to University Hospitals of Derby and Burton NHS Foundation Trust's ("UHDB") Emergency Department notes, but if there was a bank member of staff on duty, they were always with a permanent member of the Mental Health Liaison team who could facilitate access. MPFT Liaison staff would also routinely contact the patients local Mental Health team as part of their assessment to determine if there was any current or previous Mental Health involvement.

Following this inquest, several meetings have taken place between MPFT and UHDB to consider the most efficient way for bank staff to obtain access to patient notes. As a result of these meetings, it has been agreed that a list of all liaison bank staff and Crisis Home Treatment staff have been provided to UHDB who will allow them access to their patient notes system V6. A joint Standard Operating Procedure for the 'Referral Process to Liaison Psychiatry Team and Crisis Resolution and Home Treatment Team for patients 16 years old and over within the Emergency Department' has also been developed to outline the referral process for all staff.

2. Different NHS Trusts are unable to access patient notes, because the computer systems used do not allow this. While MPFT recognises this as an ongoing issue, we work closely with other trusts to ensure we have processes and safeguards in place to allow staff to access patient notes when required. We are unable to comment on the

NHS Nationally but locally, we are actively working with other trusts to ensure staff have access to the records they need to deliver effective and safe patient care.

We wish to assure you and Miss Knowle's family that the actions described above are being taken forward with considerate attention.

Yours sincerely



Chief Executive
Midlands Partnership University NHS Foundation Trust